

HOW TO APPLY

For any of the positions listed below, send a detailed resume and cover letter or stop by the Y at 601 Riverview Drive to complete an application in person at any time during normal business hours.

The Y is an equal opportunity employer and encourages applications from women, minority and bilingual candidates.

**The Y
Attn: Human Resources
601 Riverview Drive
South Sioux City, NE 68776**

MEMBER SERVICES DIRECTOR – Full-time

Position Summary:

Directs all aspects of membership, including recruitment of new members, retention of existing members and supervision of assigned staff. Develops, plans and implements new procedures and methods to achieve strategic goals.

Essential Functions:

1. Implements membership strategies that promote recruitment of new members and retention of existing members. Organizes assigned staff to support membership development and retention goals. Identifies and resolves problem areas to ensure member satisfaction.
2. Conducts ongoing assessment of staff functions to determine required core competencies and skills; and designs and implements training as needed. Recruits, hires, trains, develops, schedules and directs personnel and volunteers as needed. Reviews and evaluates staff performance. Develops strategies to motivate staff and achieve goals.
3. Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to support phone, walk-in and web registration. Coordinates with marketing efforts to maximize enrollments; and provides ongoing support to Program Directors on related issues.
4. Participates in the planning of the annual budget; manages and implements the approved budget for membership and takes appropriate action to correct variances
5. Ensures proper implementation of front desk procedures. Reviews and updates desk procedures and communicates changes to staff. Coordinates with the business office as necessary on financial transactions.
6. Organizes member events at the Y and represents the Y at community events to promote the Y.
7. Leads assigned aspects of the Annual Support Campaign.
8. Participates in staff meetings and/or related meetings.

Y Competencies

Mission and Community Oriented: Models and teaches Y values. Champions inclusion activities, strategies and initiatives. Ensures high-level services that differentiate the Y from other providers. Provides volunteers with orientation, training, development and recognition.

People Oriented: Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Builds relationships to create small communities. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Results Oriented: Holds staff accountable for high-quality results using a formal process to measure progress. Conducts prototypes to support the launching of programs and activities. Provides others with frameworks for making decisions. Develops plans and manages best practices through engagement of team. Cultivates relationships to support fundraising. Effectively creates and manages budgets.

Personal Development Oriented: Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change.

Qualifications:

1. Bachelor's degree in related field preferred or equivalent combination of education and experience.
2. Previous supervisory experience in customer service preferred.
3. Excellent personal computer skills and experience with standard business software.
4. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

MEMBER AMBASSADOR – Full-time

Position Summary:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

Essential Functions:

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member support and retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the Y.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all Y policies dealing with member services.
6. May serve as Building Supervisor at times.
7. May hand out locker keys and towels; may monitor the locker rooms as required.

YMCA Competencies:

Mission and Community Oriented: Accepts and demonstrates YMCA values. Works effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them.

People Oriented: Seeks first to understand the other person's point of view, and remains calm in challenging situations. Builds rapport and relates well to others. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Results Oriented: Strives to meet or exceed goals and deliver a high-value experience for members. Embraces new approaches and discovers ideas to create a better member experience. Makes sound judgments, and transfers learning from one situation to another.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Supports fundraising. Follows budgeting policies and procedures, and reports all financial irregularities immediately.

Personal Development Oriented: Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process.

Qualifications:

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. College degree or equivalent experience preferred.
3. Excellent interpersonal and problem solving skills.
4. Ability to connect with people of diverse backgrounds.
5. Previous customer service, sales or related experience.
6. Basic knowledge of computers.

WELLNESS COACH – Full-time

Position Summary:

A wellness coach is the essential link between the member and their healthy lifestyle goals. This motivated wellness coach must listen first and then have the ability to design wellness programming that is catered toward the individual. Small group personal training, group fitness instruction, and wellness coaching sessions will be daily duties. Additional opportunities include outreach, assisting in wellness program design, and supplemental continuing education. The wellness coach helps in the retention of members and assisting members towards their wellness goals.

Requirements:

- CPR/First Aid Certification
- Personal Trainer Certification
- Group Fitness Certification
- Driver's License
- Computer Literate

Skills Set:

- Goal-oriented
- Active Listener
- Self-starter
- Positive Attitude
- Altruistic
- Excellent communication skills
- Team Player

Job Duties:

- Perform wellness assessments
- Conduct wellness coaching sessions
- Teach group fitness classes
- Conduct small group personal training sessions
- Interact with members in the wellness center
- Write monthly wellness trainer tips
- Conduct various wellness seminars
- Perform outreach at various corporate partners and non-profit partners
- Design wellness programs for members and special populations
- Assist in wellness challenges
- Assist with annual wellness events (Tri State Tri, Healthy Kids Day, AOM Week, etc.)
- Perform follow-up calls to members
- Provide wellness orientations on the wellness equipment
- Promote Y programs to both members and non-members
- Communicate with members on an on-going basis to determine how best we can serve the members
- Assist in the development of new wellness programs at the Y
- Maintain current certifications by completing CEC's
- Other duties as assigned

MAINTENANCE ASSISTANT – Part-Time with potential for Full-time

Position Summary:

Assists with the maintenance and improvement of operations of Y facilities and vehicles, including preventative maintenance.

Essential Functions:

1. Assists Facilities Director with general facility maintenance, including preventative maintenance.
2. Assists in ensuring the proper operation of all mechanical systems.
3. Completes repair work and projects as assigned in a timely manner.
4. Advises Facilities Director on maintenance issues and projects as requested.
5. Ensures that assigned equipment and vehicles are maintained and operated in accordance with the policies and procedures of the Y.

Qualifications:

1. Significant experience in facility, equipment, and/or vehicle maintenance or equivalent.
2. Working knowledge of mechanical, electrical and plumbing systems, carpentry, and other maintenance-related areas.
3. CPR, First Aid and AED certifications required within 30 days of employment.
4. "Pool" certifications required within 120 days of employment.
5. Ability and current license to drive with record that meets Y standards.
6. Familiarity with personal computers helpful.
7. Ability to respond to safety and emergency situations.

Physical Demands:

While performing the duties of this job, the employee is often required to: climb stairs, bend, stoop, kneel, twist, reach with hands, sit, stand for an extended period of time, climb ladders, walk, shovel snow, plow snow, lift and/or move up to 50 pounds, have finger dexterity, grasp, perform repetitive motions, talk, hear and have visual acuity.

The work is performed both indoors and out in all seasons, and may require travel to various locations. While performing the duties of this job the employee is exposed to weather conditions prevalent at the time.

FLAG AND TACKLE FOOTBALL OFFICIALS – Part-Time, Seasonal

Position Summary:

Officiates flag and tackle football games as part of the Y's Youth Sports programs.

Essential Functions:

1. Officiate flag or tackle football games during the fall season, Saturdays only, August 14 – October 9.
Game times vary between 8am and 6pm.

Qualifications:

1. Previous officiating experience preferred.
2. General knowledge of flag and tackle football rules.
3. Familiarity with Y Youth Sports preferred.
4. High School graduate required.

Additional training provided.

Rate of Pay: \$10 per game for flag football; \$20 per game for tackle football.

SWIM INSTRUCTOR

Position Summary:

Provides direct leadership, instruction and motivation for students in swimming classes.

Essential Functions:

1. Instructs swimming lessons as assigned in accordance with Y guidelines, having prepared lesson plans accordingly.
2. Develops positive relationships with members and participants and provides motivational support and guidance.
3. Encourages member and parent involvement and identifies potential volunteers.
4. Conveys information on aquatics programs and schedules and as appropriate refers members and participants to other programs.
5. Maintains records as required (i.e. attendance, progress reports, etc.).
6. Attends staff meetings and trainings as scheduled.
7. Follows all Y policies, rules, regulations and procedures, including emergency and safety procedures. Completes incident and accident reports as necessary.
8. Organizes and puts away needed class equipment. Reports damaged equipment.
9. Trains and supervises class aides as assigned.

YMCA Competencies (Leader):

Mission and Community Oriented: Accepts and demonstrates YMCA values. Works effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them.

People Oriented: Seeks first to understand the other person's point of view, and remains calm in challenging situations. Builds rapport and relates well to others. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Results Oriented: Strives to meet or exceed goals and deliver a high-value experience for members. Embraces new approaches and discovers ideas to create a better member experience. Makes sound judgments, and transfers learning from one situation to another.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Supports fundraising. Follows budgeting policies and procedures, and reports all financial irregularities immediately.

Personal Development Oriented: Accurately assesses personal feelings, strengths

and limitations and how they impact relationships. Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process.

Qualifications:

1. Certifications: CPR for the Professional Rescuer, AED, Basic First Aid certification.
2. Must be able to demonstrate swim instructor skills in accordance with Y standards.
3. Y Swim Instructor certification, or equivalent.
4. At least 16 years of age.

Physical Demands:

Ability to instruct and observe participants in proper stroke techniques.

Ability to lift equipment, and to lift a small to average size child.